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ABSTRACT

To assist the youthful learner of English as a second language in dealing with communicating in the doctor's office, the dentist's office, and the pharmacy, a series of dialogs, comprehension questions, readings, and points of discussion are presented. The text is illustrated. (JB)

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STUDENT LESSON #8

MEDICAL SERVICES
UNIT TWO
IN THE OFFICE

English for Living

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OBJECTIVES

When you finish this module you will be able to:

1. Tell a doctor what is wrong with you.
2. Make an appointment with a doctor or dentist.
3. Read a bill from a doctor.
4. Read the label on a prescription.
5. Follow a doctor's instructions.
6. Explain what some special doctors do.
7. Talk to the dentist about your teeth.

SITUATION SETTER

Most of the time, it is necessary to make an appointment to see the doctor. Appointments are usually made by telephone.

DIALOG 1

Francisco: Hello. This is Francisco Gomez. I'd like to make an appointment to see Dr. Mills for a checkup.

Secretary: Let's see. How about tomorrow morning at 10:15?

Francisco: That'll be fine. Thank you very much.

DIALOG 2

Francisco: Hello. This is Francisco Gomez. I'd like to make an appointment for Wednesday.

Secretary: I'm sorry, the doctor is all booked up for Wednesday. How about 5:00 on Thursday?

Francisco: No, I'm sorry. I have to work.

Secretary: Well, how about Friday at 4:30?

Francisco: That's fine. Thank you very much.

SITUATION SETTER

People go to the doctor when they are sick or when it's time for a checkup. You must make an appointment *in advance*. When you get to the doctor's office, you tell the nurse your name. Then you sit in the waiting room until the nurse calls you into the doctor's office. If this is the first time you are going to visit this doctor, the nurse will probably ask you some questions.

Here are some words you may need to know when you go to the doctor's office.

open wide—open your mouth so the doctor can look at your throat.

sore—giving pain, painful.

fever—higher than normal body temperature. (Normal body temperature is 98.6 degrees)

chills—body coldness that makes you shake.

appetite—wanting to eat, the desire for food.

BACKGROUND TO THE DIALOG

Pablo isn't feeling well, and he looks very sick. At first, he thought he had a cold. This morning, when his mother took his temperature, it was 102 degrees. She made an appointment and took Pablo to the doctor's office. He's in the doctor's office now.

DIALOG

Doctor: What seems to be the problem?
Pablo: My throat is sore and I have a fever.
Doctor: Let me take a look at your throat. Open wide. Have you had any chills?
Pablo: No, doctor.
Doctor: Don't worry. You have a mild case of the flu.

COMPREHENSION QUESTIONS

1. When do you go to the doctor?
2. Can you go anytime you want to? What do you have to do first?
3. What happens when you get to the doctor's office?
4. What happens if it's your first office visit?
5. Why is Pablo going to the doctor?
6. Does he have a fever?
7. What's a sore throat? Does Pablo have a sore throat?
8. What are chills? Does Pablo have chills?
9. What does the doctor say is wrong with him?

Here are some more words you may need to know when you visit the doctor's office.

stiffness—difficulty or pain when you bend.
dizzy—it feels as if the room is turning around.
nauseous—sick to your stomach.

MICROCONVERSATION: Practice this conversation with another student.

Student A: Have you had chills?
a fever?
headaches?
any stiffness?

Student B: Yes, and I've felt *dizzy*.
nauseous.
sore.
tired.
stiff in my arms and legs.

ROLE PLAY

Call the doctor's office and tell the nurse what is wrong. She will give you an appointment. Ask one of your friends to be the nurse.

SITUATION SETTER

Pablo's brother Poncho was riding his bicycle and he had an accident. He broke his right arm, and he had to go to the doctor several times. His father did not have to pay each time Poncho went. The doctor's office sent him a bill in the mail.

Here is the bill that the doctor's office sent to Poncho's father. He can go back to the office to pay the bill, or he can send a check or money order.

STATEMENT

Robert K. Mills, M.D.
23 Sunset Dr.
Morristown, New York 12110
Telephone: 489-6312

Mr. Francisco Perez
864 Highland St.
Morristown, New York 12111

Date	Item	chge	Paid	Bal Due
9/4/76	Office Visit	12.00		12.00
	X-ray (right arm)	15.00		27.00
9/15/76	Check-up	15.00		42.00
9/18/76			25.00	17.00
9/23/76	Office Visit	12.00		29.00
	Medicine	8.00		37.00
10/9/76			37.00	00.00

Answer these questions about Poncho's accident:

1. What happened to Poncho?
2. Where did he have to go?
3. Did his father pay each time?
4. What did his father receive in the mail?
5. What are some of the ways that Mr. Perez can pay the bill?

Answer these questions about the doctor's bill:

1. What is the doctor's name?
2. What's his address?
3. Who was the bill sent to?
4. How much did Mr. Perez owe the doctor after Poncho's visit on 9/4/76?
5. On what day did the doctor take the X-ray?
6. How much did it cost?
7. How much does it cost for an "office visit"?
8. When did Mr. Perez pay $25.00?
9. How much did he still owe the doctor after he paid the $25.00?
10. How much did the medicine cost that the doctor gave Poncho?
11. On what day did the doctor give Poncho the medicine?
12. How much does Mr. Perez owe the doctor after 10/9/76?

BACKGROUND TO MICROCONVERSATIONS

Some doctors are called specialists. A specialist is a doctor who only takes care of certain problems. Here are some examples.

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SPECIAL DOCTORS

MICROCONVERSATION 1: Practice these conversations with another student. Ask your teacher for help with pronunciation.

STUDENT A: I'm going to the ophthomologist. I'm having trouble seeing.
I get headaches when I read.
Something is wrong with my eye.
I need an eye checkup.

Student B: Oh, is an ophthomologist a special doctor for your eyes?

Student A: Yes.

* * * * * * * *

MICROCONVERSATION 2

Student A: My mother is taking my little brother to the pediatrician
because he has no appetite.
he has a sore throat.
he has a fever.
he needs a checkup.

Student B: Is a pediatrician a special doctor for children?

Student A: Yes. He only takes care of babies and children.

MICROCONVERSATION 3

Student A: I have to go to the radiologist. I think I broke my arm.
leg.
hand.
foot.

Student B: What will he do?

Student A: He will take special pictures called X-rays. X-rays are pictures of our bones.

MICROCONVERSATION 4

Student A: How's your arm?

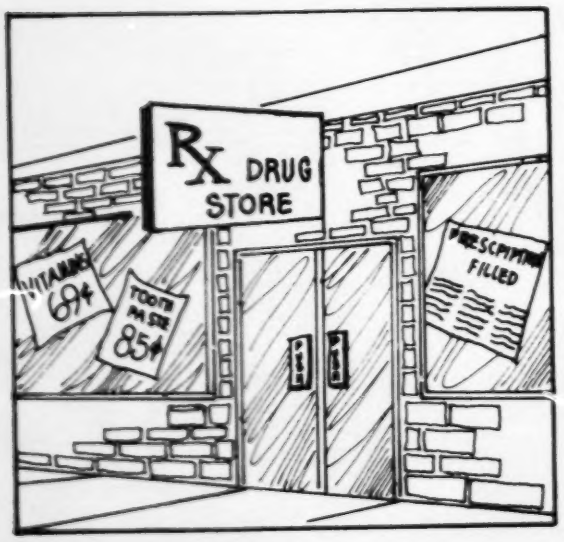
Student B: It's broken. Now I have to go to the orthopedist.
He will put a cast on it.
check it.
take off my cast.

Student A: Is an orthopedist a special doctor for bones?

Student B: Yes.

READING: PRESCRIPTIONS

When you go to the doctor, he may give you a prescription. A prescription is necessary for special kinds of medicine that you cannot buy without the doctor's permission. The doctor writes the prescription on a special piece of paper, and you bring it to the pharmacy. The pharmacist gives you the medicine. You must read the label on the bottle. You can also ask the pharmacist questions about your medicine.



The label on your prescription may look something like this:

SURE DRUGSTORE
King Plaza
Miles Road
Morristown, New York

Patient: Francisco Perez
864 Highland St.
Morristown, New York

Drug No. Z 805 39 Synalgus DC

Take one every 4 hours

Date: 9/24/76
Dr. Robert K. Mills

Answer these questions about the prescription label:

1. What is the name of the pharmacy?
2. Where is it?
3. Who is the patient?
4. How often should Francisco take this medicine?
5. When did Francisco get this prescription?
6. Who prescribed this medicine for Francisco?

GETTING A PRESCRIPTION FILLED

If the doctor tells you to *get a prescription filled*, go to the pharmacy with the piece of paper he gives you. Give your prescription to the pharmacist, and he will give you the medicine. The pharmacist *fills the prescription*.

MINI-DIALOG

Doctor: Get this prescription filled, go home, and stay in bed.
Francisco: How much will the prescription cost?
Doctor: I'm not sure, but it's not expensive. You can ask the pharmacist before he fills it.

COMPREHENSION QUESTIONS

1. What is a prescription?
2. Who gives you a prescription? Why?
3. What do you do with a prescription?
4. What does "get your prescription filled" mean?
5. Who fills your prescription?
6. What kind of store do you go to?
7. Can you ask the cost?

A CHECKUP

Francisco goes to the doctor every year for a checkup. He is healthy and wants to stay healthy. He is in the doctor's office now. The doctor is telling Francisco what to do.

GOING TO THE DENTIST

It is a good idea to go to the dentist for a checkup. It is also a good idea to have your teeth cleaned by the dentist, to prevent problems. Most people go to the dentist once every six months. Sometimes you may have to go to the dentist in an emergency. You might have a broken tooth, a bad toothache, or some other problem that needs to be taken care of quickly.

COMPREHENSION QUESTIONS

1. What is a dentist?
2. Why do you go to a dentist?
3. How often do most people go to the dentist?
4. Do people ever need the dentist quickly?
5. What are some reasons why you would need the dentist in an emergency?

Here are some words you may need to know when you visit the dentist:

toothache—a pain in your tooth.
cavity—a hole in your tooth.
drill—a machine the dentist uses to clean out the cavity.
novocaine—an injection so that you don't feel the pain.
gas—something you breathe in so that you don't feel the pain.
rinse—wash out your mouth with water.
filling—what the dentist puts into the cavity.

BACKGROUND TO DIALOG

Pablo has a toothache. His mother made an appointment for him with the dentist. He is in the dentist's office now.

DIALOG

Dentist: What seems to be the problem?
Pablo: I've had a toothache for three days.
Dentist: In which tooth?
Pablo: In this tooth right here. (He points to his tooth.)
Dentist: Let's see that tooth. Open wide.
Pablo: Will you have to drill it?
Dentist: Yes, you have a big cavity. Do you want novocaine?
Pablo: Yes, please!

DISCUSSION QUESTIONS

1. Have you ever had a bad toothache?
2. Does a drill scare you?
3. How often should you go to the dentist?
4. Have you ever had novocaine?
5. What causes cavities?

MICROCONVERSATION: Practice this conversation with another student.

Student A: What seems to be the problem?
Student B: I have a toothache.
I lost a filling.
I would like to have my teeth cleaned.
I broke my tooth.

READING: CLINICS

There are also other places in which you can get medical help. These places are called clinics. There are two kinds of clinics: those sponsored by hospitals, and those sponsored by your community. Clinics may give medical help free of charge (meaning without payment) or for a minimal charge (meaning you pay a small amount of money). Your teacher can help you to find out about the clinics in your community.

COMPREHENSION QUESTIONS

1. What's another way you can get medical help?
2. How many kinds of clinics are there?
3. What are they?
4. What does "free of charge" mean?
5. What does "minimal charge" mean?

ROLE PLAY

1. Call your local hospital and ask what clinical services they have. Find out if they are free of charge or if you have to pay a minimal amount.
2. Call your local health department and ask what clinical services they have. Find out if they are free of charge or if you have to pay a minimal amount.
3. If your local hospital has a clinic, find out the days of the week and the hours when it is open.
4. If your city health department has clinics, find out when, where and at what times they are open.